

## **POSITION ANNOUNCEMENT**

### **Branch Director I – Ticketing Office Director**

### **MISSISSIPPI FAIR COMMISSION**

Job Title: Branch Director I – Ticketing Office Director

Employer: MS Fair Commission

Annual Start Salary: \$35,993.50

#### **DESCRIPTION**

This is a full-time, 12-month position with paid vacation and fringe benefits. The individual will supervise daily Ticket Office sales by providing unsurpassed service in order to maximize guest satisfaction and revenue opportunities. Duties include but not limited to:

##### **Supervision**

- Effectively assist running day-to-day operations of the Box Office
- Ensure the Box Office is providing superior customer service to the consumer
- Provide a positive team environment within the department
- Interact positively and communicate effectively with all ticketing staff and MFC staff
- Assist in ensuring appropriate staffing levels on all events

##### **Financial Performance**

- Reconciliation and accounting of all ticket sales for each ticketed event
- Complete and distribute accurate daily ticket counts
- Balancing and reconciliation of all seller cash drawers

##### **Events**

- With training, maintain and modify all ticketed events in computerized ticketing system - manage show inventory as required, including event builds and management holds
- Submit all show builds (events) to administrative offices for informational purposes
- Monitor and maintain all ticketing computers, software, and hardware
- Maintain superior customer service both in person and over the phone
- Assist in organizing night of show operations
- Interact with artist, record label, and management when necessary for ticket purchases
- Help to keep an accurate and timely flow of show and general venue information both inter-departmentally and to the general public
- Attend internal and external meetings as required

#### **QUALIFICATIONS AND SKILLS**

- Minimum two years Box Office / Ticketing supervisory or management experience preferred
- Proficient typing skills required

- Ability to provide leadership, engage in positive interaction with staff and guests, prioritize, organize, motivate staff, problem solve, delegate, follow-up, communicate and diffuse possibly volatile situations with tact
- Skill and working knowledge of computerized ticketing operations and software (Ticket System, Microsoft Word, Excel, Outlook) preferred
- Guest relations & phone etiquette skills
- Long term and immediate decision making skills
- Verbal / written communication skills
- Knowledge of accounting/cash management procedures

### **APPLICATION**

Interested persons should apply through the [Mississippi State Personnel Board Website](#) where the position is posted. If applicant has questions, he/she can contact Rick Reno at the Mississippi Fair Commission – 601-961-4000.